

<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	250315
<015>	Study Area Name	PINE BELT TEL CO
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Donna Counselman
<035>	Contact Telephone Number: Number of the person identified in data line <030>	3343854025 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	cores@pinebelt.net
Form Type		54.313 and 54.422

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	250315
<015>	Study Area Name	PINE BELT TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Donna Counselman
<035>	Contact Telephone Number - Number of person identified in data line <030>	3343854025 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net

<110>	Has your company received its ETC certification from the FCC?	(yes / no ) <input checked="" type="radio"/> <input type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no ) <input checked="" type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

250315a1112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be

<113>	Maps detailing progress towards meeting plan targets
<114>	Report how much universal service (USF) support was received
<115>	How much (USF) was used to improve service quality and how support was used to improve service
<116>	How much (USF) was used to improve service coverage and how support was used to improve service
<117>	How much (USF) was used to improve service capacity and how support was used to improve service
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Yes

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No

## 

[illegible]

<b>(300) Unfulfilled Service Request</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	250315
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net

<300> Unfulfilled service request (voice)	0
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<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0
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<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	Offered only fixed voice 0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	Offered only fixed broadband 0 . 0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		250315a1510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

<b>(600) Functionality in Emergency Situations Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<035>	Contact Telephone Number - Number of person identified in data line <030>	3343854025 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	250315a1610.pdf

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[illegible]







<b>(900) Tribal Lands Reporting</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes  
 to confirm the status described on the attached document(s), on line 920,  
 demonstrates coordination with the Tribal government pursuant to

- <921> Needs assessment and deployment planning with a focus on Tribal
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 250315a11010.pdf

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 250315a11030.pdf

Name of Attached Document

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<1100>      Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

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250315all1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.pinebelt.net/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

<b>(2000) Price Cap Carrier Additional Documentation</b> <b>Data Collection Form</b> <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

<2010>	2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2011>	3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2022>	Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2024A>	Round 2 Recipient of Incremental Support?	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	<div style="border: 1px solid black; width: 190px; height: 60px; margin: 0 auto;"></div>
<2024B>	Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; width: 190px; height: 60px; margin: 0 auto;"></div>
<2025A>	Round 1 or Round 2 Recipient of Incremental Support?	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; width: 190px; height: 60px; margin: 0 auto;"></div>
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	

**(2000) Price Cap Carrier Additional Documentation (Continued)**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

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July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing  
Required Information

<2018> cap carrier used for capital expenditures in 2015.  
Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing  
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)



**(3005) Rate Of Return Carrier Additional Documentation  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<b>&lt;010&gt;</b>	Study Area Code	<u>250315</u>
<b>&lt;015&gt;</b>	Study Area Name	<u>PINE BELT TEL CO</u>
<b>&lt;020&gt;</b>	Program Year	<u>2017</u>
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	<u>Donna Counselman</u>
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	<u>3343854025 ext.</u>
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	<u>cores@pinebelt.net</u>

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
Yes - Attach Certification			
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}		250315a3010.pdf
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Not Applicable - No Attachment Required	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input checked="" type="radio"/> <input type="radio"/>	
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input checked="" type="radio"/> <input type="radio"/>	
Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input checked="" type="checkbox"/>	
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input checked="" type="checkbox"/>	
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	250315a3017.pdf
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>	
If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>	
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>	
If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>	
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>	
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>	
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

<b>(4005) Rural Broadband Experiment Additional Documentation Data Collection Form</b>	<b>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013</b>
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

<b>4003b.</b> Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
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Broadband Deployment Locations – FCC 14-98 (paragraph 80)

<b>4004a.</b> Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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<b>4004b.</b> Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: PINE BELT TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/24/2016
Printed name of Authorized Officer: JOHN NETTLES	
Title or position of Authorized Officer: PRESIDENT	
Telephone number of Authorized Officer: 3343855001 ext.	
Study Area Code of Reporting Carrier: 250315	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<703>

[illegible]

[illegible]

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<810>	Reporting Carrier	Pine Belt Telephone Company
<811>	Holding Company	Pine Belt Communications Co. Inc.
<812>	Operating Company	Pine Belt Telephone Company

[illegible]



**Redacted – For Public Inspection**

**Pine Belt Telephone Company, Inc.**

**54.313 Compliance Report  
Five-Year Service Quality Improvement Plan**

Pine Belt Telephone, Inc.  
54.313 Compliance Report

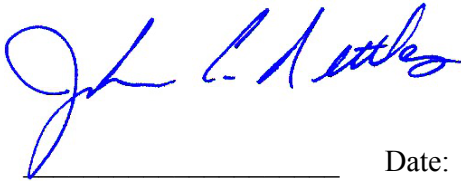
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Line 112

## II. Certifications

Pine Belt Telephone, Inc. certifies that it;

- a) complies with the applicable service quality standards and consumer protection rules;
- b) is capable to of functioning in emergency situations as set forth in §54.202(a)(2) of the Commission's Rules;
- c) offers a local usage plans within the LEC serving areas;
- d) uses the sole brand name of Pine Belt Telephone and does so in the study area where it holds ETC status; and
- e) acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.



By:

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John C. Nettles, President  
Pine Belt Cellular, Inc.

Date: June 24, 2016

**Pine Belt Telephone Co., Inc. (SAC – 250315)**  
**Demonstration of Complying with Applicable Service Quality Standards**  
**and Consumer Protection Rules**

Pine Belt Telephone Co., Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under the Alabama Public Service Commission T-Rules, CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers’ privacy.

**Pine Belt Telephone Co., Inc. (SAC – 250315)**  
**Demonstration of Ability to Function in Emergency Situations**

Pine Belt Telephone Co., Inc. (“Company”) hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)<sup>1</sup> and Rule T-21 Section L of the Alabama Public Service Commission. The Company’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations can also be used to allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Pine Belt Telephone Co., Inc. maintains a written plan to meet service emergencies resulting from failures of power service, sudden and prolonged increase in traffic, fire, storm, or acts of God, and has trained employees on emergency procedure. All central offices and remotes are supplied with standby generators and battery back-up that enable them to keep running for at least the minimum of four (4) hours, or until system changes are made to reroute traffic. The Business Office is also equipped with generator back-up.

Local service is protected by fiber ring technology which consists of six fiber rings linking 50 remote serving areas to toll service out to the world. The connection to the toll network consists of a self-healing OC-3 fiber-microwave ring with redundancy which re-routes toll traffic in the event of a fiber cut or equipment failure.

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

**Pine Belt Telephone Co., Inc. (SAC – 250315)**  
**Demonstration of Complying with Voice Services Comparability**

Pine Belt Telephone Co., Inc. (“Company”) hereby certifies that its fixed voice service is no more than two standard deviations above the national average urban rate for voice service, as published annually by the Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(10). The Company has a fixed voice service rate of \$17.94 which is far less than the national average monthly rate of \$21.93

Pine Belt Telephone Co., Inc. (SAC – 250315) – Line 1030

**Pine Belt Telephone Co., Inc. (SAC – 250315)**  
**Demonstration of Complying with Broadband Services Comparability**

Pine Belt Telephone Co., Inc. (“Company”) hereby certifies that its pricing of broadband services, which meet public interest obligations, is no more than the applicable benchmark announced annually in a public notice issued by the FCC’s Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(12).

The Company has a broadband service rate of \$39.95 for 10 Mbps Download speed and 1.5 Mbps Upload Speed, which is far less than the Benchmark monthly rate of \$75.20.

## LIFELINE ASSISTANCE

### What Is Lifeline Assistance?

- Lifeline Assistance is a government assistance program that provides a monthly credit to the local telephone service bill of residential customers. Lifeline Assistance is designed to make basic home telephone service even more affordable for qualified customers.
- If you qualify for Lifeline Assistance, Pine Belt Telephone Company will discount your local telephone charge by \$9.25 each month.

### What Restrictions Apply to the Lifeline Program?

- Lifeline customers may subscribe to any local telephone service plans offered by Pine Belt Telephone Company, but the discount may only be applied to local telephone charges.
- **Lifeline Assistance is a federal benefit – willfully making false statements in order to receive government assistance can result in a fine or imprisonment or cause the subscriber to be de-enrolled or barred from the program.**
- Lifeline Assistance is only available for one telephone or wireless (cellular) line per household, which is used as the primary residential line.
- For purposes of the Lifeline program, a “household” is defined as any individual or group of individuals who live together at the same address and share in the household’s income and expenses. A household may include related and unrelated persons.
- The household may not receive Lifeline benefits from more than one service provider – that is, if someone in the household receives a Lifeline discount on wireless (cellular) service, the household would not also qualify to receive a discount on home phone service.
- Violation of this “one-per-household” rule is a violation of the rules of the Federal Communications Commission (“FCC”) and will result in the subscriber’s de-enrollment from the Lifeline Assistance program and possible prosecution by the United States Government.
- Lifeline Assistance is also a non-transferable benefit – it is a violation of federal law to rent, sell or give away your Lifeline service to any other individual.

### How Do I Qualify for Lifeline Assistance?

Lifeline Assistance is available to residential telephone customers who have an annual household income at or below 135% of the Federal Poverty Guidelines for a household of its size **OR** who participate in any of the following low-income assistance programs:

- ❖ Medicaid
- ❖ Supplemental Nutrition Assistance Program (SNAP or Food Stamps)
- ❖ Supplemental Security Income (SSI)
- ❖ Section 8 Federal Public Housing Assistance (FPHA)
- ❖ Low Income Home Energy Assistance Program (LIHEAP)
- ❖ Temporary Assistance for Needy Families (TANF)
- ❖ National School Lunch Program’s Free Lunch Program (NSLP)

You may also be eligible for Lifeline Assistance even if you do not personally participate in one of these programs, as long as an individual who lives in your household, and for whom you are financially responsible, participates in at least one of these programs.

### **What Proof of Eligibility Do I Need to Provide?**

#### **Qualifying Based on Annual Household Income**

If you want to qualify for Lifeline Assistance based on your annual household income, your household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size.

<b>Annual Income 135% Thresholds Based on Household Size</b>								
1 person	2 people	3 people	4 people	5 people	6 people	7 people	8 people	For each additional person
\$16,038	\$21,627	\$27,216	\$32,805	\$38,394	\$43,983	\$49,586	\$55,202	\$5,616 per person

You must provide proof of your household income at the time that you apply for Lifeline Assistance through one or more of the following:

- Most recent state or federal tax return
- Retirement/pension statement of benefits
- Current income statement from an employer
- Unemployment/Workmen's Compensation Statement of Benefits
- Paycheck stubs for most recent 3 months
- Federal notice letter of participation in General Assistance
- Social Security Statement of Benefits
- Veterans Administration Statement of Benefits
- Child Support document
- Divorce decree
- Other official document containing income information for at least 3 months time

#### **Qualifying Based on Participation in Low-Income Assistance Programs**

If you want to qualify for Lifeline Assistance based on participation in one of the low-income assistance programs, you must provide proof of participation at the time that you apply for Lifeline Assistance with one or more of the following:

- Current or prior year's statement of benefits from a qualifying state or federal program
- A notice letter of participation in a qualifying state or federal program
- Program participation documents, such as a copy of your SNAP card, Medicaid card, etc.
- Other official document evidencing the qualifying person's participation in one of the listed state or federal low-income assistance programs

Pine Belt Telephone Company will NOT keep a copy of any of the supporting documentation you provide.



## **Frequently Asked Lifeline Questions**

### **Q. Can Pine Belt accept a copy of my paycheck as proof of my income eligibility for Lifeline Assistance?**

A. The FCC rules require copies of your paycheck stubs for 3 consecutive months as proof of your income-based eligibility for Lifeline Assistance. A copy of your paycheck is not acceptable.

### **Q. If I babysit or am self-employed, what is acceptable proof of my income?**

A. You may provide a copy of your most recent income tax return as proof of your income.

### **Q. How can I get a copy of my Social Security Statement of Benefits, as acceptable proof of my income?**

A. The Social Security Statement of Benefits is mailed to all recipients annually. You may obtain another copy from your local Social Security office. You should be aware that Supplemental Social Security (“SSI”) is not the same as Social Security – SSI is a federal income supplement program for blind and disabled people with little or no income and is not funded by Social Security taxes.

### **Q. Can I qualify for Lifeline Assistance based on my age?**

A. Lifeline Assistance is not awarded based on age. To qualify, you must meet the income guidelines or participate in one of the qualifying low-income assistance programs.

### **Q. Do I qualify for Lifeline Assistance if I receive Medicare?**

A. No. Medicare is not one of the qualifying programs for Lifeline Assistance.

### **Q. I have recently moved to the area and need telephone service, but I only have a temporary address. Can I apply for Lifeline Assistance?**

A. You must provide a permanent residential address and a billing address, if different from the residential address, before you can receive Lifeline Assistance. If you do not have a permanent address (e.g., an address not recognized by the Post Office or a temporary living situation), you must provide a temporary residential service address or other address identifying information. Pine Belt Telephone Company is required to verify your temporary address every 90 days, until you obtain a permanent address. If you do not respond to Pine Belt’s address verification attempts within 30 days, you may be de-enrolled from Lifeline service.

### **Q. Can I use a Post Office Box for my address?**

A. Pine Belt can accept a P.O. Box or General Delivery address as your billing address, but not as a residential address.

### **Q. What must I do if my address changes?**

A. If you move to a new address, you must provide your new address to Pine Belt Telephone Company within 30 days after relocating.

### **Q. Am I required to notify you of any changes in my income or participation in one of the low-income assistance programs?**

A. You must notify Pine Belt Telephone Company within 30 days if you or the qualifying person in your household no longer participates in the government assistance

program(s) that qualify you for Lifeline Assistance; if your qualifying annual household income exceeds 135% of the Federal Poverty Guidelines; or if you no longer qualify to receive Lifeline Assistance for any other reason. You will then stop receiving Lifeline benefits.

**Q. Do I need to provide a deposit when I apply for Lifeline Assistance?**

A. Customers who do not subscribe to Toll Limitation Service at the time of signing up for Lifeline Assistance may be required to provide a service deposit, consistent with the terms of Pine Belt Telephone Company's General Subscriber Services Tariff. Pine Belt offers free Toll Limitation Service to Lifeline customers for any local service plan that charges a fee for toll calls that is in addition to the monthly price of your Lifeline service.

**Q. When will the Lifeline discount be included on my telephone bill?**

A. The discount will be applied to your account within two billing cycles and will be retroactive back to your approval date.

**Q. Why isn't the Lifeline discount still appearing on my bill?**

A. The FCC now requires Pine Belt Telephone Company to verify its Lifeline customers' continuing eligibility for Lifeline Assistance every year. If you did not complete and return the Lifeline Rate Assistance Verification form sent to you by Pine Belt within 30 days, as required, your Lifeline Assistance was terminated. You must re-apply for Lifeline Assistance in order to receive the discount.

**Q. Who can I call if I have questions about Lifeline Assistance?**

A. You may call Pine Belt's customer service representatives at 334-385-2106, or toll-free at 1-888-810-4638, between the hours of 7:30 a.m. and 4:30 p.m., Monday through Friday. You may also contact the Alabama Public Service Commission at 1-800-882-3919 or visit the following websites: [www.psc.state.al.us](http://www.psc.state.al.us) or [www.usac.org](http://www.usac.org).

**Q. Are there any additional requirements for receiving Lifeline Assistance?**

A. All of the terms and conditions for receiving service from Pine Belt Telephone Company, as set forth in Pine Belt's General Subscriber Services Tariff and/or Price List, are applicable to services received under Lifeline Assistance. You may view Pine Belt's Tariff and Price List on this website at <http://www.pinebelt.net/regcompliance>.

**Q. I am interested in applying for wireless (cellular) Lifeline service. Do any special rules apply?**

A. You must meet the same qualifications to receive wireless services under Lifeline Assistance as for wireline service, and the same service rules apply to all persons receiving Lifeline Assistance. In addition, for Lifeline customers receiving wireless prepaid services, your Lifeline discount may be removed if you do not use the service for 60 consecutive days. Additional terms and limitations of service for wireless Lifeline service may be found at our website under "lifeline".

**How Do I Apply for Lifeline Assistance?**

- You may apply in person for Lifeline Assistance at Pine Belt Telephone Company's business office, located at 3984 County Road 32 in Arlington, Alabama, between the hours of 7:30 a.m. and 4:30 p.m., Monday through Friday. Applications for Lifeline Assistance for wireless (cellular) service are also

accepted at our wireless retail relocations, which may be found at <http://www.pinebelt.net/retail-stores>.

- You must complete the Lifeline application form and bring proof of your eligibility for Lifeline Assistance based on either your household income or participation in one of the qualifying low-income assistance programs.
- If you have questions about Lifeline Assistance, you may call Pine Belt's customer service representatives at 334-385-2106, or toll-free at 1-888-810-4638, during normal business hours.

Pine Belt Telephone Co., Inc. (SAC – 250315) – Line 3010

**Pine Belt Telephone Co., Inc. (SAC – 250315)**  
**Milestone Certification**

Pine Belt Telephone Co., Inc. (“Company”) hereby certifies it has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to reasonably comparable offerings in urban areas, and that requests for such service are met within a reasonable amount of time as required by 47 C.F.R. § 54.313(f)(1)(i). As a carrier receiving support Company files a progress report on its five-year service quality plan filed pursuant to 47 C.F.R. § 54.202(a).

**Redacted – For Public Inspection**

**Pine Belt Telephone Company, Inc.**

**Operating Report for**

**Telecommunications Borrowers**